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Personnel

FAMILY SUPPORT PROGRAM

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This instruction implements AFRD 36-30, *Military Entitlements*, and Department of Defense Directive 1342.22, *Family Policy*, 30 December 1988. It establishes a concept of operations, responsibilities, and authorities, provides Family Support Program (FSP) facility, staffing, funding, and operating guidelines, prescribes the forms used and records maintenance. This instruction directs collecting and maintaining information subject to the Privacy Act of 1974 authorized by Title 10, United States Code, Section 8013, System of Records Notice FO36 AF DP A applies.

SUMMARY OF REVISIONS

This revision changes the Family Support alignment from the Support Group to the Mission Support Squadron (paragraph 1.3.). A bar (|) indicates revised material since the last edition.

1. Concept of Operation. The Air Force Reserve Command (AFRC) Family Support Program (FSP):

- 1.1. Assists commanders in their responsibility for the health and welfare of Reserve families.
- 1.2. Helps families adapt to the demands of military life.
- 1.3. Aligns functionally under the Mission Support Squadron. Where there is no full time Mission Support Squadron Commander, alignment will be under the Support Group Commander or the Deputy for all full time Family Support Directors. Where there is no full time Family Support position, the office will align under the Mission Support Squadron Commander..
- 1.4. Serves all military personnel, reserve, guard, active, retirees, their families, and DOD civilians where authorized by the wing commander.

2. Responsibilities and Authorities:

- 2.1. As office of primary responsibility (OPR), the Director of Personnel Programs (HQ AFRC/DP):

- 2.1.1. Administers and manages the FSP by developing and disseminating policy, plans, and program guidance.
- 2.1.2. Ensures compliance with Air Force Reserve Command FSP policies and procedures and conducts and monitors research on family issues.
- 2.1.3. Develops budget and addresses resource issues in support of program requirements.
- 2.1.4. Approves exceptions and waivers to the requirements of this instruction.
- 2.1.5. Designates a Family Program Manager to manage the command's FSP.
- 2.1.6. (Added) Supports the HQ AFRC Community Action Information Board (CAIB).
- 2.1.7. (Added) Provides for recurring professional staff development training for staff personnel.
- 2.2. HQ AFRC Family Program Manager provides:
 - 2.2.1. Policy guidance, resource support, and technical assistance to unit Family Support Programs.
 - 2.2.2. Develops budget request to support program requirements.
 - 2.2.3. Provides for recurring professional staff development training for FS personnel.
 - 2.2.4. Conducts staff assistance visits to provide guidance and ensure compliance with policy.
 - 2.2.5. Ensures a narrative summary, including statistics, is compiled quarterly and forwarded to AFRC/CV and HQ USAF/REP.
- 2.3. The Wing Commander:
 - 2.3.1. Identifies, coordinates, staffs, funds, and ensures the availability and quality of FS services and programs.
 - 2.3.2. Appoints the Family Support Liaison (at tenant units) in accordance with [Attachment 4](#).
 - 2.3.3. Establishes and implements a cross-functional CAIB to address installation community issues.
 - 2.3.4. (Added) Ensures that concerns about family/community issues, needs, problem areas, services/programs are presented to the CAIB so that concerns may be addressed in a timely manner.
- 2.4. The Family Support Director:
 - 2.4.1. Manages and leads the unit FSP on Air Reserve stations.
 - 2.4.2. Acts as the consultant to the Reserve wing commander for family issues.
 - 2.4.3. Ensures all core services (paragraph [3.](#)) are provided.
 - 2.4.4. Selects Family Support Technicians with the approval of the wing commander using Air Force Reserve Family Support Technician Selection Criteria at [Attachment 2](#).
 - 2.4.5. (Added) Participates in the CAIB as directed by the Wing Commander.
 - 2.4.6. (Added) Provides for recurring professional staff development training for staff personnel.

2.4.7. (Added) Promotes and ensures nomination packages are prepared in support of the program (Family Support and Volunteer Excellence Awards) and submitted in a timely manner for consideration.

2.4.8. (Added) Acts as the Air Force Aid Society (AFAS) Officer and provides assistance in accordance with AFI 36-3109, *Air Force aid Society (AFAS)*, and the AFAS Operations Guide.

2.4.9. (Added) Maintains an active self-inspection program, utilizing the current AFRC/DPXF checklist.

2.4.10. (Added) Develops and manages budget in support of program requirements.

2.4.11. (Added) Participates in Critical Incident Stress Management team activities in support of families as applicable in accordance with AFI 44-153.

2.4.12. (Added) Coordinates with the CAIB to assist in the development of a Community Action Plan.

2.4.13. (Added) Provides information to families to prepare them for transition from peacetime to contingencies, mobilization, and/or separation.

2.5. The Family Support Liaison (Collateral Duty):

2.5.1. Manages the FSP when the unit is located on an active duty Air Force base where there is no full time authorization.

2.5.2. Acts as a consultant to the Reserve wing commander for family issues.

2.5.3. Ensures support needs of Reserve families are identified to the appropriate office for resolution.

2.5.4. Selects Family Support Technicians with approval of the installation commander using Air Force Reserve Command Family Support Technician Selection Criteria ([Attachment 2](#)).

2.5.5. Provides information to families to prepare them for transition from peacetime to contingencies, mobilization, and/or separation.

2.5.6. Coordinates with the Family Support Center to ensure that service is provided to reserve families.

2.5.7. (Added) Maintains an active self-inspection program, utilizing the current AFRC/DPXF checklist.

2.5.8. (Added) Participates in Critical Incident Stress Management team activities in support of families as applicable in accordance with AFI 44-153.

2.5.9. (Added) Performs, at a minimum, the Core Services listed in paragraphs [3.1.](#) and [3.5.](#), and other Core Services to the extent possible.

2.5.10. (Added) Coordinates with the host base IDS to assist in the development of a Community Action Plan.

3. Core Services:

- 3.1. Information, Referral, and Follow Up (IR&F). Helps members and their families identify and clarify problems and needs to determine appropriate forms of assistance or resources and provides linkages to those resources.
- 3.2. Policy, Planning, and Coordination (PP&C). Responds to identified family issues by working with a wide range of military and civilian agencies.
- 3.3. Leadership Consultation. Provides information and assistance to the Reserve Wing commander and unit leadership to effectively address individual and family concerns.
- 3.4. Support. Provides assistance and support to families during times of local or national emergency, mobilization, deployment, or evacuation. Prepares a written plan covering all phases of family support.
- 3.5. Crisis Assistance. Gives immediate short-term support to restore an individual's ability to cope with family life situations.

4. Special Considerations:

- 4.1. Counseling. Counseling is for prevention and family development purposes only. Rehabilitation and therapy do not fall within the mission of the FSP.
- 4.2. Privacy. Information obtained from individuals and FSP records must be appropriately safeguarded to protect an individual's privacy. However, certain instances governed by regulations and statutes require reporting to appropriate authorities. Prior to obtaining information from a customer, FSP staff must inform customer, in writing, that information falling under categories listed in paragraph 4.2.1. may be released under limited circumstances.
 - 4.2.1. (Added) Instances to report include (but are not limited to): *Situations Requiring Reporting Under the Personal Reliability Program* (AFI 36-2104), *Family Advocacy Program* (AFI 40-301), and the commission of a crime in violation of the Uniform Code of Military Justice, federal or state law.
- 4.3. Core Services Standards:
 - 4.3.1. Validated Needs. Services and programs offered are based on a validated needs assessment process.
 - 4.3.2. Family Related. Services and programs are tailored to only those issues impacting the family life cycle.
 - 4.3.3. Duplication. The FSP does not assume responsibility for services and programs that fit within the responsibilities of other military agencies or are available and accessible from other resources.
 - 4.3.4. Prevention. Services and programs focus on prevention and family development to enhance the well-being of families and strengthen their adaptation to Air Force Reserve life.
 - 4.3.5. Use of Volunteers. FSP may use volunteers in support of core services and activities of the FSP.
 - 4.3.6. Donations. Process donations to the FSP according to AFI 51-601, *Gifts to the Department of the Air Force*.

5. Resources and Data Management:

5.1. Facilities. The Family Support office needs to be easily identifiable and within close proximity to other support activities to allow easy accessibility. Facility furnishings need to be durable, comfortable, attractive, and consistent with a warm, inviting environment. Offices should have enough space to have a resource area. Requirements are listed in AFRCH 32-1001, *Standard Facility Requirements*.

5.2. Funding. The primary source of funding for FSP operations is appropriated funds (APF), with non-appropriated funds authorized as an alternate source (AFI 34-201, *Use of Nonappropriated Funds (NAFs)*).

5.2.1. Responsibility Center/Cost Center (RCCC). Provide funding estimates for manpower authorizations, supplies, equipment, and other associated costs specifically identified and measurable to operation of FSPs and to execute funds received. Use the following RCCC to identify and track funding for all FSP programs: xx1655.

5.2.2. Reimbursement for Voluntary Services. APFs are an alternate source used to reimburse volunteers for child care expenses provided that reimbursement for all other incidental expenses (for example, mileage, parking fees, tolls, telephone calls, FSP approved workshop/seminar fees, etc) have been fully funded. APF availability is determined in advance of the volunteer incurring the costs so that funds are available to reimburse the individual. Volunteers claim their expenses using Standard Form (SF) 1164, **Claim for Reimbursement for Expenditures on Official Business**.

5.3. Records. The FSP maintains records for individual and family identification data, annotation of FSP services provided, and documentation of needs identification and clarification, referrals, and follow-up. AFRC Form 73, **Family Readiness Data**, is used when the member is away from home in TDY, activated, deployed or school status. This form is held until the member returns and is destroyed when no longer needed. AFRC Form 74, **Family Readiness Checklist** is used to assist reservists and families in preparing a family support plan.

5.4. Reports. In addition to required reporting, data generated by the FSP is used to support other family related activities.

5.5. Forms Prescribed. AFRC Forms 73 and 74.

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Commander

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****Terms***

Core Services—Generalized services, which respond to family needs as well as help families adapt to military lifestyle.

Attachment 2

FAMILY SUPPORT TECHNICIAN SELECTION CRITERIA

A2.1. FSP Family Support Technician Selection. The Family Support Technician performs duty in SDI 8C000. The FS Technician is chosen from assigned personnel resources at each unit by the FS Director or Liaison, whichever is appropriate.

A2.2. Family Support Technician candidate requirements :

A2.2.1. A volunteer for the program.

A2.2.2. A TSgt or above. The director may request a waiver and nominate a strongly qualified SSgt.

A2.2.3. Have good interpersonal relationship skills

A2.2.4. Have excellent oral and communication skills.

Attachment 3**FAMILY SUPPORT FORMS**

A3.1. AF Form 2800 , Family Readiness Center Individual/Family Data Card. Document all formal contacts on this form.

A3.2. AF Form 2801 , Family Readiness Center Interview and Follow-up Summary. Use this form to document assessments and actions taken that require more space than allowed on the AF Form 2800, field 54. Document all emergency referrals on this form.

A3.3. AF Form 2805 , Family Readiness Center Volunteer Data Card and Service Record. Use this form to record volunteer skills and experience.

A3.4. AFRC Form 73, Family Readiness Data . Use this form when reservist is deploying and has special family needs normally not covered on DD Form 93, **Record of Emergency Data.**

A3.5. AFRC Form 74, Family Readiness Checklist . Use this checklist to assist reservists and families to prepare a family Support plan.

Attachment 4

FAMILY SUPPORT LIAISON SELECTION CRITERIA

A4.1. FSP Family Support Liaison Selection. The Family Support Liaison performs duty in SDI 8C070. The FS Liaison is chosen from assigned personnel resources at each unit by the Wing Commander.

A4.2. FS Liaison candidate requirements:

A4.2.1. A volunteer for the program.

A4.2.2. Must have exemplary performance history.

A4.2.3. A TSgt or above.

A4.2.4. Have good interpersonal relationship skills and excellent oral and communication skills.